



# Landlord Registration

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## *User Guide*

Department of  
Code Enforcement

**Applicant's User Guide**  
**January 2015**



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## AMENDING THE REGISTRATION

Process to be outlined 2nd Qtr 2015

## RENEWING THE ANNUAL REGISTRATION

Process to be outlined 2nd Qtr 2015

# **CREATING A CITIZEN ACCESS ACCOUNT**

The landlord registration process is through the Department of Code Enforcement's (DCE) web-based Citizen Access Portal. This application process allows applicants to file the landlord registration 100% electronically without having to visit DCE's office.

## Citizen Access Portal User Requirements

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### Internet Explorer 10

The Citizen Access Portal will work with older versions of Internet Explorer however it is designed to operate the most efficiently with Internet Explorer 10. Some features may not work with other browsers such as Mozilla Firefox or Google Chrome.

## Navigating to the Citizen's Access Portal

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The direct link to the Citizen Access Portal is:  
<https://permitsandcases.indy.gov/citizenAccess/>

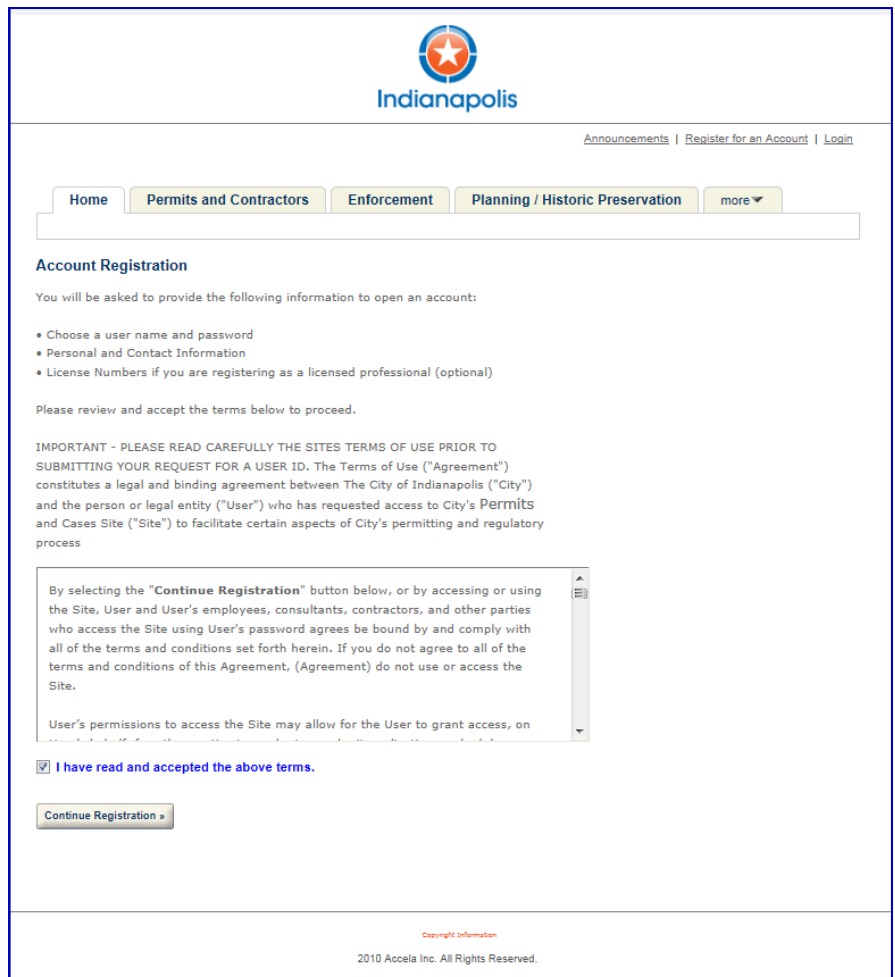
The Citizen Access Portal can be accessed through the DCE website by using the link on the left side of the page.  
[www.indy.gov/DCE](http://www.indy.gov/DCE)

# CREATING A CITIZEN ACCESS ACCOUNT

## 1. Account Login

On the Citizen Access Portal homepage, click the link labeled 'New Users,' located below the login fields, to create an account.

The next screen contains terms and conditions to create an account. Please read before proceeding.



The screenshot shows the 'Account Registration' page of the Indianapolis Citizen Access Portal. At the top is the Indianapolis logo. Below it are links for 'Announcements', 'Register for an Account', and 'Login'. A navigation bar includes 'Home', 'Permits and Contractors', 'Enforcement', 'Planning / Historic Preservation', and a 'more' dropdown. The main heading is 'Account Registration', followed by the instruction: 'You will be asked to provide the following information to open an account:'. A bulleted list specifies: 'Choose a user name and password', 'Personal and Contact Information', and 'License Numbers if you are registering as a licensed professional (optional)'. Below this is a prompt to 'Please review and accept the terms below to proceed.' An 'IMPORTANT' notice states that the Terms of Use constitute a legal agreement between the City of Indianapolis and the user. A scrollable text box contains the full terms and conditions. At the bottom, there is a checkbox labeled 'I have read and accepted the above terms.' which is checked, and a 'Continue Registration »' button. The footer includes 'Copyright Information' and '2010 Accela Inc. All Rights Reserved.'

# **CREATING A CITIZEN ACCESS ACCOUNT**

## 2. Login Information

On the next screen, create a user name and password.

The user name and password created will be used to gain access into the portal.



The screenshot shows the 'Account Registration Step 2: Enter / Confirm Your Account Information' page. It features a navigation bar with links for 'Home', 'Permits and Contractors', 'Enforcement', 'Planning / Historic Preservation', and a 'more' dropdown. The main content area is titled 'Login Information' and contains several required fields marked with an asterisk (\*):

- \* User Name: (text input field)
- \* E-mail Address: (text input field)
- \* Password: (text input field)
- \* Type Password Again: (text input field)
- \* Select a Security Question: (dropdown menu with '--Select--' selected)
- \* Answer: (text input field)

A note at the top right of the form area states: '\* indicates a required field.' Each input field has a help icon (question mark in a circle) to its right.

## CREATING A CITIZEN ACCESS ACCOUNT

### 3. Contact Information

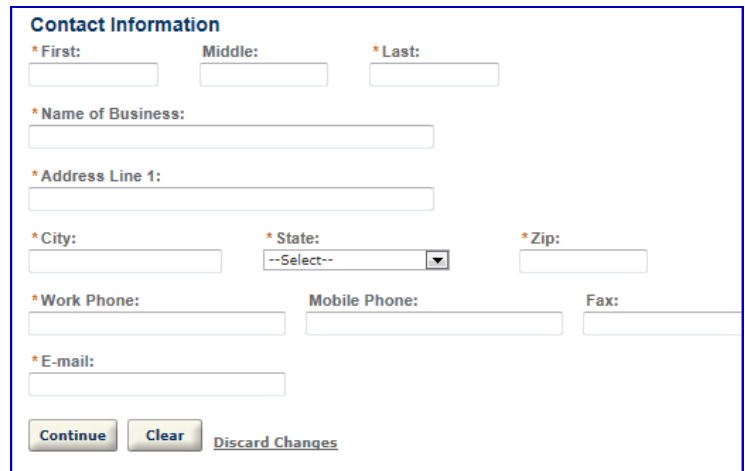
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Below the Login Information, enter the contact information.

Click the 'Add New' button to proceed.

Input information in the popup screen and press the 'Continue' button.

Note: The email address entered will be used to verify the account in the next step.



The form is titled "Contact Information" and contains the following fields:

- \* First:
- Middle:
- \* Last:
- \* Name of Business:
- \* Address Line 1:
- \* City:
- \* State:
- \* Zip:
- \* Work Phone:
- Mobile Phone:
- Fax:
- \* E-mail:

Buttons at the bottom: , , and [Discard Changes](#).

### 4. Continue Registration & Verification

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After reviewing the contact information entered, click the 'Continue Registration' button to submit the new account request.

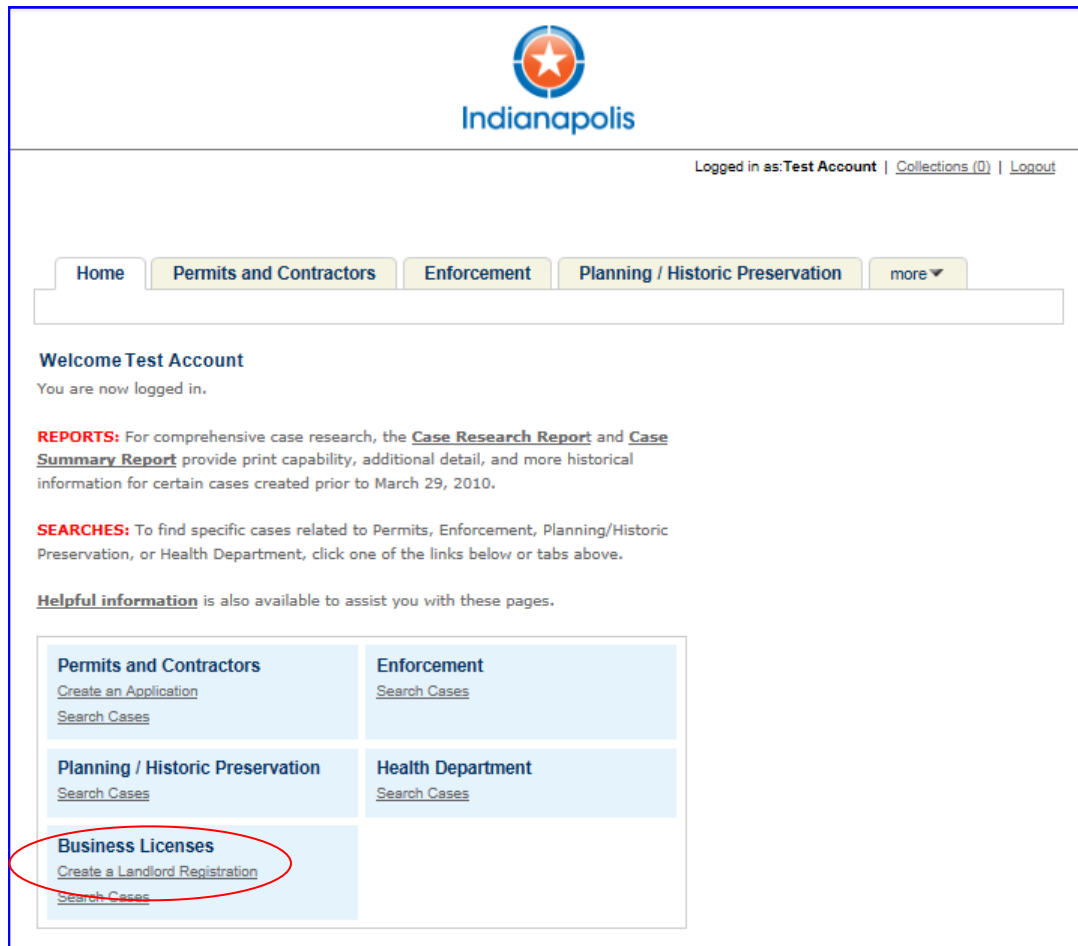
To complete the account creation, check email for an email from [dce.noreply@indy.gov](mailto:dce.noreply@indy.gov). Click the link in this email to verify the account email address and be directed back to the Citizen Access login screen. Applicants can now log in with the username and password and create a landlord registration.



# CREATING THE LANDLORD REGISTRATION

## 1. Opening a new registration

After logging into the Portal, click the link 'Create a Landlord Registration' under the Business Licenses heading.

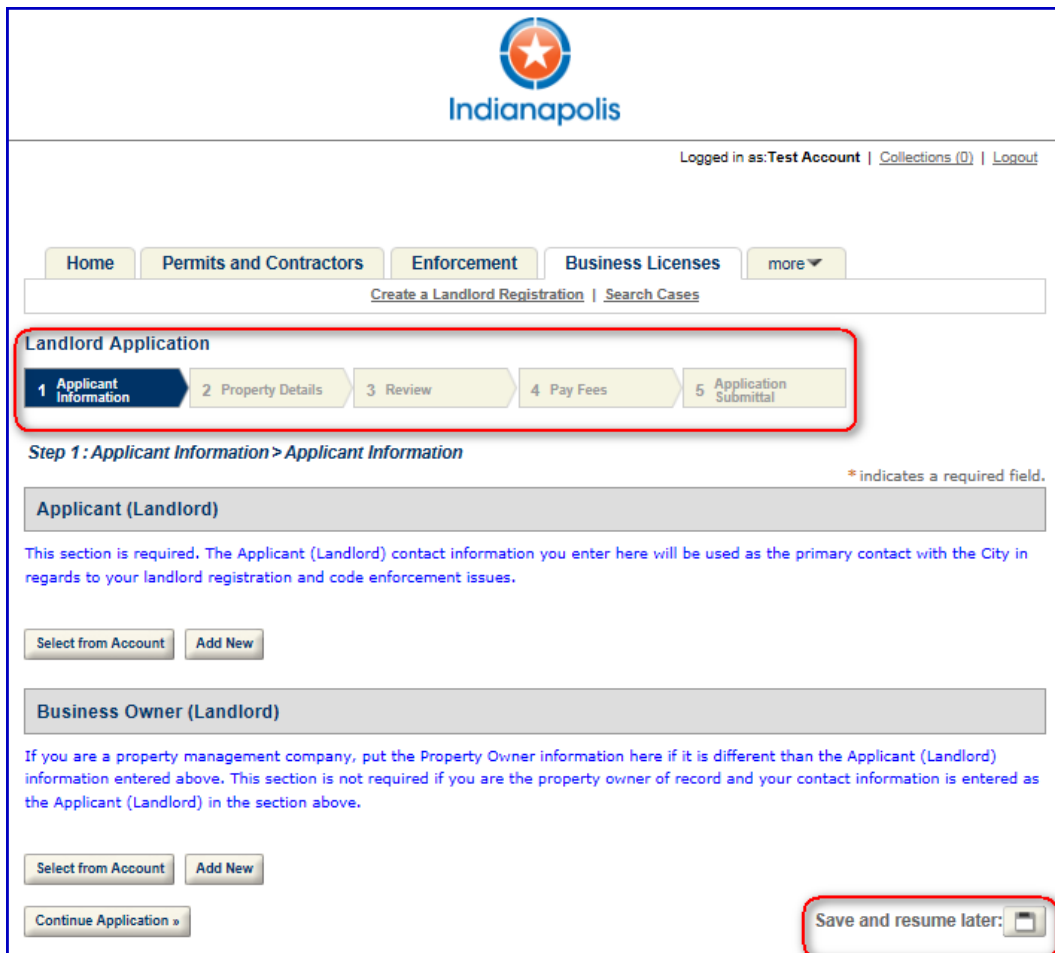




# CREATING THE LANDLORD REGISTRATION

After clicking the link to start the registration, review the terms and conditions page and select the check box to access the registration.

The progress bar at the top of the application guides applicants through the steps of the registration. The 'Save and resume later' button at the bottom right of the screen allows applicants to save entered information and resume the registration at a later time.



Indianapolis

Logged in as: **Test Account** | [Collections \(0\)](#) | [Logout](#)

[Home](#) [Permits and Contractors](#) [Enforcement](#) [Business Licenses](#) [more ▾](#)

[Create a Landlord Registration](#) | [Search Cases](#)

**Landlord Application**

1 Applicant Information 2 Property Details 3 Review 4 Pay Fees 5 Application Submittal

**Step 1: Applicant Information > Applicant Information** \* indicates a required field.

**Applicant (Landlord)**

This section is required. The Applicant (Landlord) contact information you enter here will be used as the primary contact with the City in regards to your landlord registration and code enforcement issues.

[Select from Account](#) [Add New](#)

**Business Owner (Landlord)**

If you are a property management company, put the Property Owner information here if it is different than the Applicant (Landlord) information entered above. This section is not required if you are the property owner of record and your contact information is entered as the Applicant (Landlord) in the section above.

[Select from Account](#) [Add New](#)

[Continue Application »](#) [Save and resume later: !\[\]\(0e8d2d1810ad631171ddda4ddc20afe2\_img.jpg\)](#)

Department of Code Enforcement

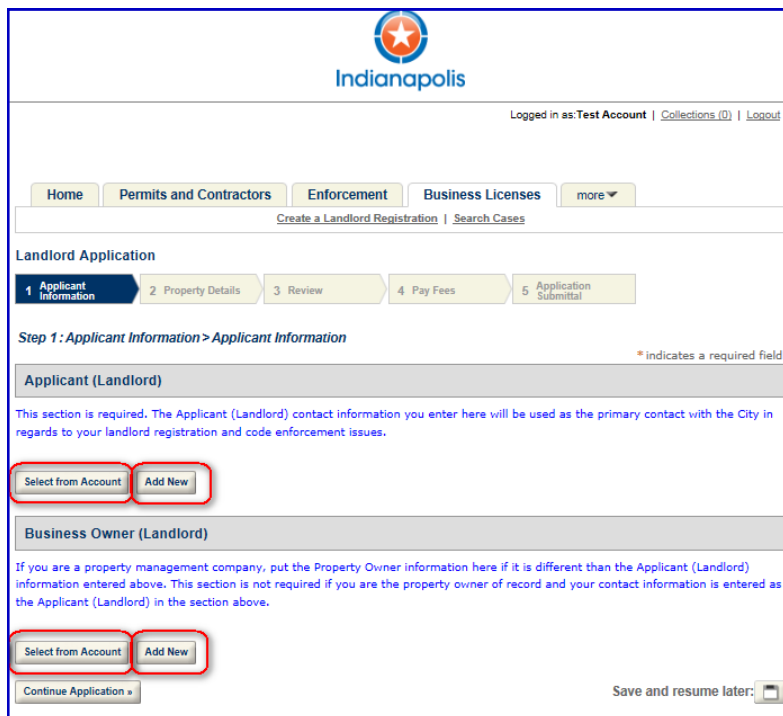
1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | [www.indy.gov/dce](http://www.indy.gov/dce)  
Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401  
Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696



# CREATING THE LANDLORD REGISTRATION

## 2. Entering Applicant information on the registration

On the Applicant Information page, enter the landlord (property manager) and owner contact information. To use the contact information from the Citizen Access user account, click the 'Select from Account' button. Click the 'Add New' button to enter in new contact information.



Note: An applicant who is the property owner and resides in Indiana only needs to complete the Applicant information section. An applicant who is a property management company will enter information for both contact types.

# CREATING THE LANDLORD REGISTRATION

## 3. Entering the property details

At this stage, applicants will input the details of the rental properties. Applicants will need the parcel numbers of the properties and can save the case and come back to it later.

Can't find the parcel number?

Parcel numbers are available on the property tax bill, through the MapIndy website (<http://maps.indy.gov/AssessorPropertyCards>), or by contacting the assessor's office at 317-327-4907.

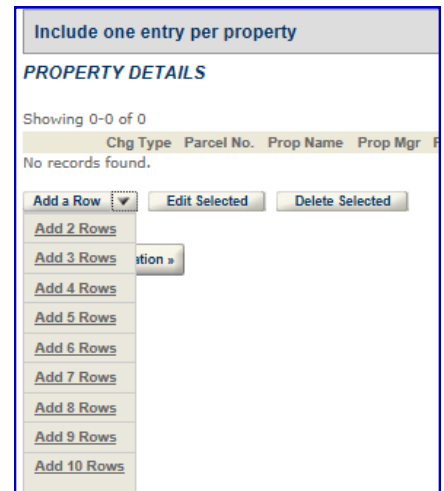
To enter in the property detail, click the 'Add a Row' button. Click the arrow to the right side of the button to add multiple rows at a time.

A popup will open to enter the property details. Note the applicant will not enter in the address. This will be automatically populated later based on the Assessor's records.

Applicants will only need to fill in the following fields:

- Parcel Number
- Number of rental units
- Property Name

Once all property details are entered, click the 'Submit' button to return to the main page and then click 'Continue Application.'

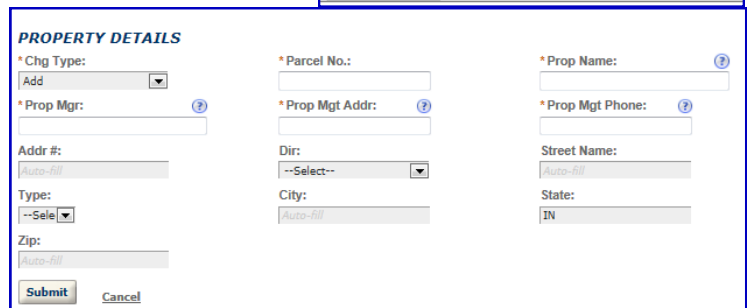


Include one entry per property

**PROPERTY DETAILS**

Showing 0-0 of 0

Chg Type	Parcel No.	Prop Name	Prop Mgr
No records found.			



**PROPERTY DETAILS**

\* Chg Type:

\* Parcel No.:

\* Prop Name:

\* Prop Mgr:

\* Prop Mgt Addr:

\* Prop Mgt Phone:

Addr #:

Dir:

Street Name:

Type:

City:

State:

Zip:

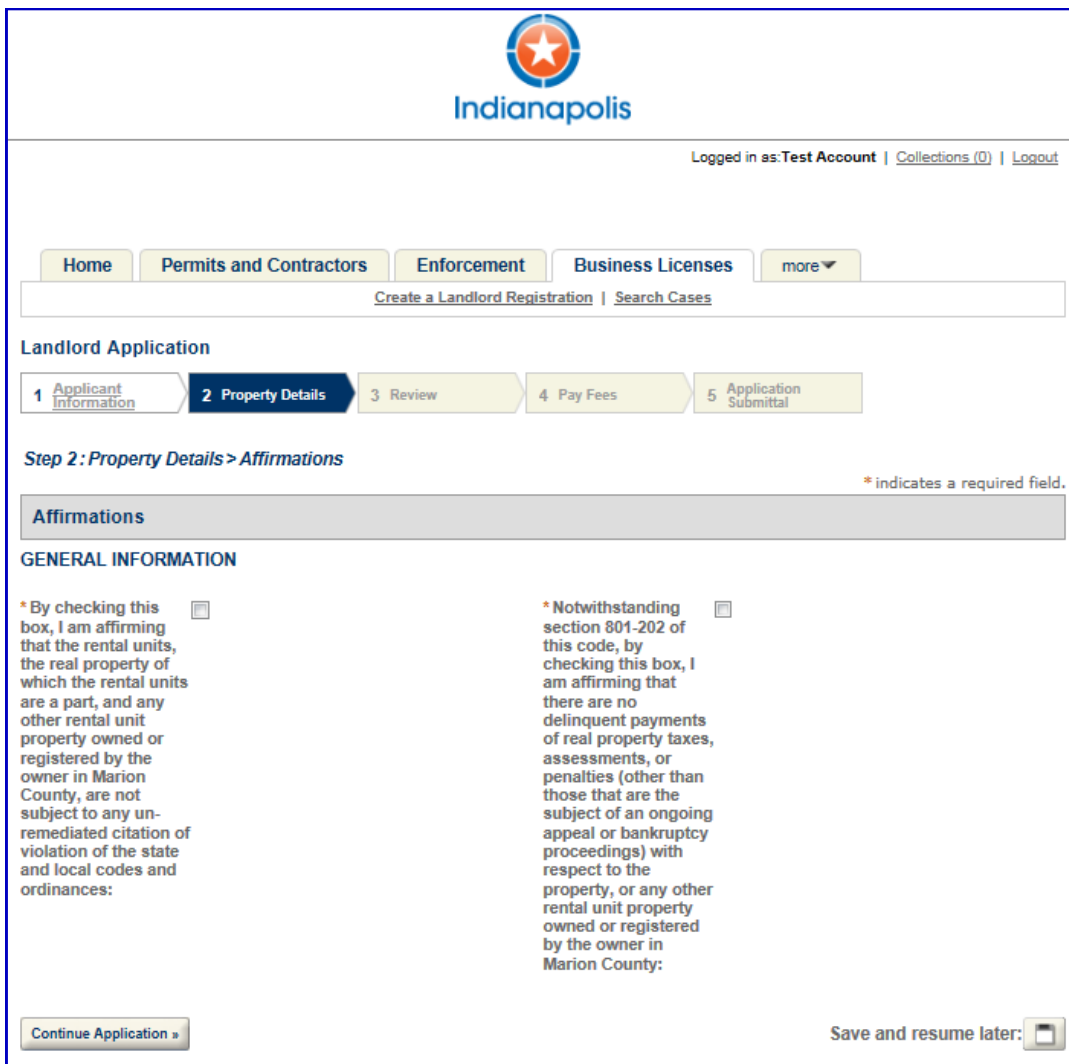
Department of Code Enforcement

1200 Madison Ave., Ste. 100 | Indianapolis, IN 46225 | Phone: (317) 327-8700 | [www.indy.gov/dce](http://www.indy.gov/dce)  
 Fax Numbers: Building - 327-8475 | Business Licensing - 327-0817 | Contractor Licensing - 327-8401  
 Crafts - 327-5397 | Infrastructure/Right of Way - 327-3125 | Permits - 327-5174 | Zoning - 327-8696

# CREATING THE LANDLORD REGISTRATION

## 4. Affirmations

After entering the property details, applicants will be presented with two affirmations. These affirmations are related to outstanding citations and property taxes at the properties.



The screenshot shows the 'Indianapolis' logo at the top. Below it, a navigation bar includes 'Home', 'Permits and Contractors', 'Enforcement', 'Business Licenses', and a 'more' dropdown. A secondary bar contains 'Create a Landlord Registration' and 'Search Cases'. The main heading is 'Landlord Application', followed by a progress bar with five steps: 1 Applicant Information, 2 Property Details (current), 3 Review, 4 Pay Fees, and 5 Application Submittal. The current step is 'Step 2: Property Details > Affirmations'. A note states '\* indicates a required field.' The 'Affirmations' section is titled 'GENERAL INFORMATION' and contains two checkboxes with associated text. The first checkbox is for affirming that rental units are not subject to any unremediated citation of violation of state and local codes and ordinances. The second checkbox is for affirming that there are no delinquent payments of real property taxes, assessments, or penalties (other than those that are the subject of an ongoing appeal or bankruptcy proceedings) with respect to the property, or any other rental unit property owned or registered by the owner in Marion County. At the bottom, there is a 'Continue Application' button and a 'Save and resume later' option with a document icon.

Indianapolis

Logged in as: **Test Account** | [Collections \(0\)](#) | [Logout](#)

Home | Permits and Contractors | Enforcement | Business Licenses | more ▾

[Create a Landlord Registration](#) | [Search Cases](#)

**Landlord Application**

1 Applicant Information | 2 Property Details | 3 Review | 4 Pay Fees | 5 Application Submittal

**Step 2: Property Details > Affirmations**


\* indicates a required field.

**Affirmations**

**GENERAL INFORMATION**

\* By checking this box, I am affirming that the rental units, the real property of which the rental units are a part, and any other rental unit property owned or registered by the owner in Marion County, are not subject to any unremediated citation of violation of the state and local codes and ordinances: ☐

\* Notwithstanding section 801-202 of this code, by checking this box, I am affirming that there are no delinquent payments of real property taxes, assessments, or penalties (other than those that are the subject of an ongoing appeal or bankruptcy proceedings) with respect to the property, or any other rental unit property owned or registered by the owner in Marion County: ☐

[Continue Application »](#) Save and resume later: 

# CREATING THE LANDLORD REGISTRATION

## 5. Reviewing the submittal

The next screen provides a summary of the overall registration.

In the property details table, review the address information. If the parcel number entered was not correct, the address will read 'Address not found'. Click the 'Edit' button to change the parcel number. Applicants will not be able to move forward until the parcel number is correct.

Include one entry per property

**PROPERTY DETAILS**

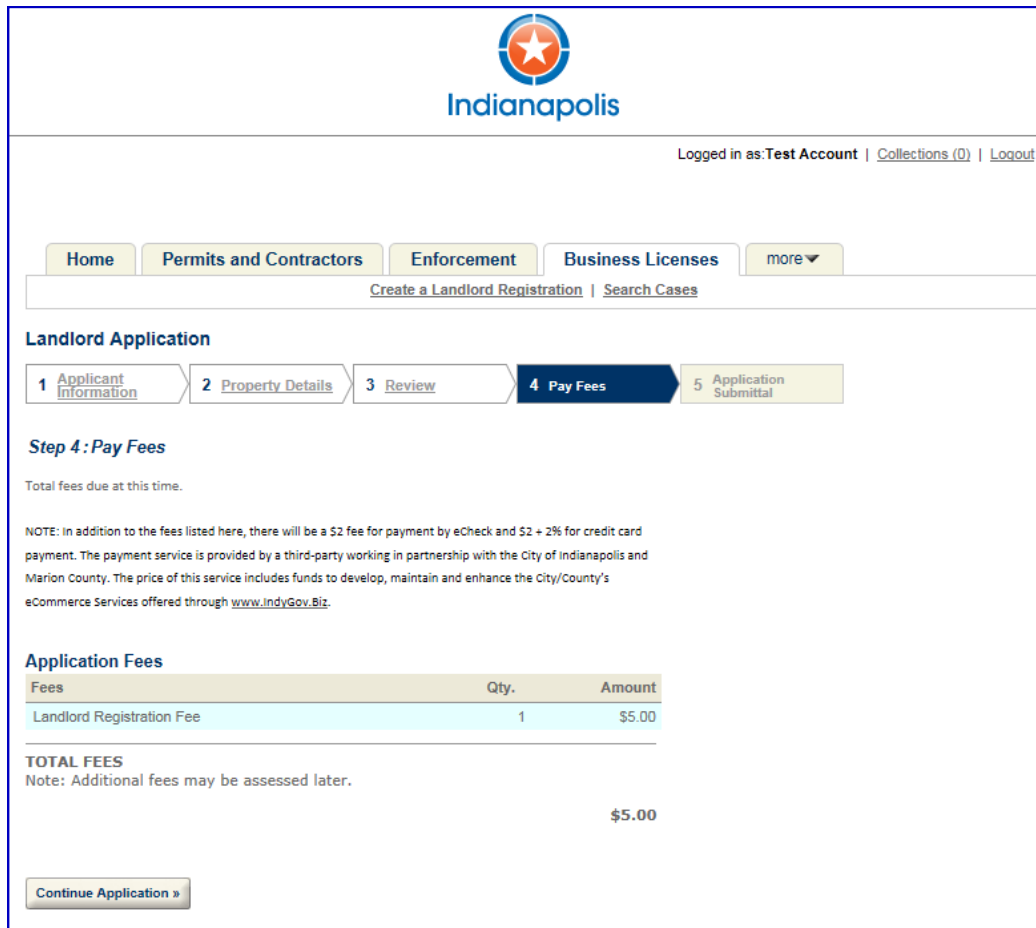
Chg Type	Parcel No.	Prop Name	Prop Mgr	Prop Mgt Addr	Prop Mgt Phone	Addr #	Dir	Street Name	Type	City	State	Zip
Add	1234567	Test Apartment	Test MGR	Test address W 8700 West St	317-327-8700			ADDRESS NOT FOUND			IN	

After reviewing the registration information, check the box at the bottom of the screen and continue to the Pay Fees page.

# CREATING YOUR LANDLORD REGISTRATION

## 6. Payment

The Pay Fees page provides a summary of the registration fee. Click the 'Continue Application' button to be redirected to the City's third party payment processor's page to pay the registration fee with a credit card or an echeck. Please note the third party processor will assess a processing fee (\$2+2% for a credit card payment and \$2 for an echeck).



The screenshot shows the 'Pay Fees' step of the Landlord Application process. It includes a progress bar with five steps: 1 Applicant Information, 2 Property Details, 3 Review, 4 Pay Fees (current step), and 5 Application Submittal. Below the progress bar, the 'Step 4: Pay Fees' section displays the total fees due at this time. A note states that there will be a \$2 fee for payment by eCheck and \$2 + 2% for credit card payment. The 'Application Fees' table lists the Landlord Registration Fee as \$5.00. The 'TOTAL FEES' section shows a total of \$5.00, with a note that additional fees may be assessed later. A 'Continue Application' button is at the bottom.

**Indianapolis**

Logged in as: **Test Account** | [Collections \(0\)](#) | [Logout](#)

[Home](#) | [Permits and Contractors](#) | [Enforcement](#) | [Business Licenses](#) | [more](#)

[Create a Landlord Registration](#) | [Search Cases](#)

**Landlord Application**

1 Applicant Information | 2 Property Details | 3 Review | **4 Pay Fees** | 5 Application Submittal

**Step 4: Pay Fees**

Total fees due at this time.

NOTE: In addition to the fees listed here, there will be a \$2 fee for payment by eCheck and \$2 + 2% for credit card payment. The payment service is provided by a third-party working in partnership with the City of Indianapolis and Marion County. The price of this service includes funds to develop, maintain and enhance the City/County's eCommerce Services offered through [www.IndyGov.Biz](http://www.IndyGov.Biz).

**Application Fees**

Fees	Qty.	Amount
Landlord Registration Fee	1	\$5.00

**TOTAL FEES**  
Note: Additional fees may be assessed later.

\$5.00

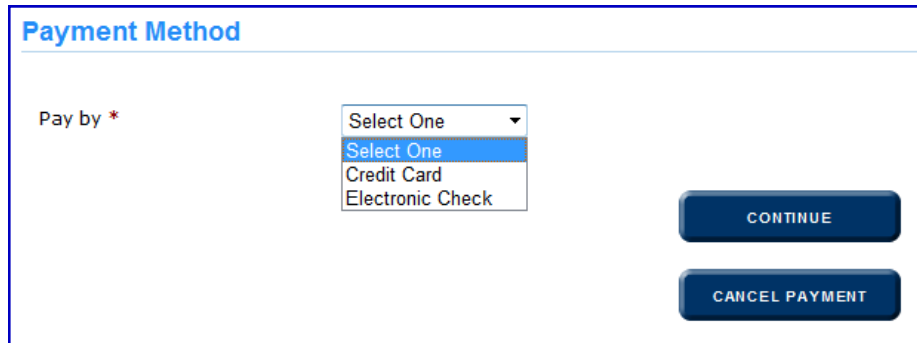
[Continue Application »](#)

# CREATING YOUR LANDLORD REGISTRATION

## 7. Payment

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Select the method of payment and click 'Continue.'



The form is titled "Payment Method" in blue text at the top left. Below the title, on the left, is the text "Pay by \*". To the right of this text is a dropdown menu. The dropdown menu is currently open, showing three options: "Select One" (highlighted in blue), "Credit Card", and "Electronic Check". To the right of the dropdown menu are two blue buttons. The top button is labeled "CONTINUE" and the bottom button is labeled "CANCEL PAYMENT".

On the next page, enter in the credit card information or account information for an echeck.

Note: The payment receipt will be sent to the email address entered on this page.

Following this page, verify the payment information then submit the payment.

# CREATING YOUR LANDLORD REGISTRATION

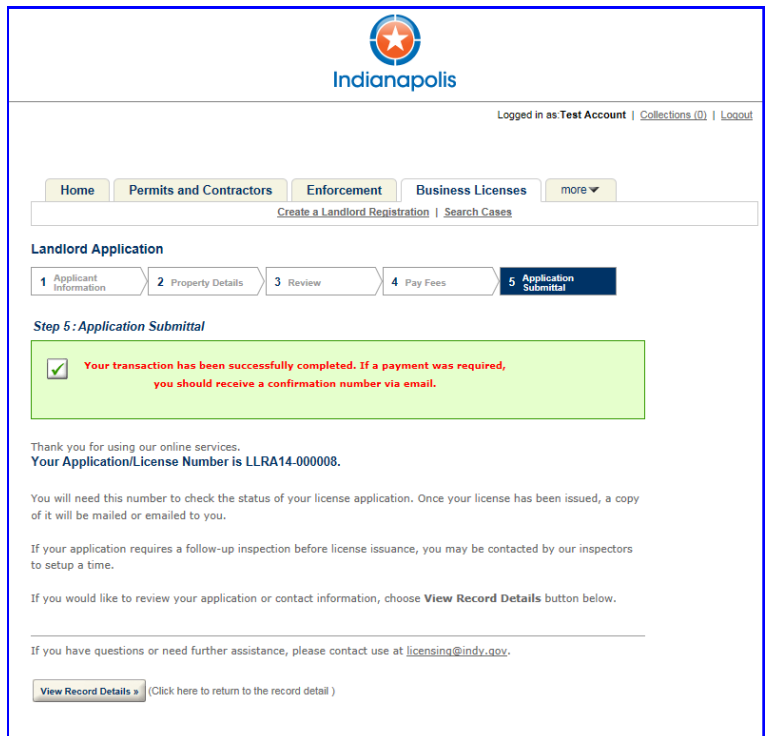
## 8. Final Steps and Confirmation

After the payment is complete, applicants will be redirected back to the Citizen Access application.

Applicants will receive two emails. One from LogoIndiana with a payment receipt as well as a confirmation email from DCE confirming the landlord registration was received.

Note: Applicants should check the spam folder or spam settings on their email. These emails will come from [dce.online.pymts@indy.gov](mailto:dce.online.pymts@indy.gov) & [DCE.noreply@indy.gov](mailto:DCE.noreply@indy.gov).

Once the registration is approved, applicants will receive a final confirmation email.



The screenshot shows the Indianapolis Department of Code Enforcement website. At the top, it says "Indianapolis" and "Logged in as Test Account | Collections (0) | Logout". Below this is a navigation bar with links: Home, Permits and Contractors, Enforcement, Business Licenses, and a "more" dropdown. Under "Enforcement", there are links for "Create a Landlord Registration" and "Search Cases".

The main section is titled "Landlord Application" and shows a progress bar with five steps: 1 Applicant Information, 2 Property Details, 3 Review, 4 Pay Fees, and 5 Application Submittal. Step 5 is currently active.

Below the progress bar, it says "Step 5: Application Submittal". A green box with a checkmark icon contains the message: "Your transaction has been successfully completed. If a payment was required, you should receive a confirmation number via email." Below this, it says "Thank you for using our online services. Your Application/License Number is LLRA14-000008." It then provides instructions on how to check the status of the application and how to contact the department for further assistance. At the bottom, there is a "View Record Details" button and a link to "licensing@indy.gov".



## USER HELP AND DCE CONTACTS

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For all questions related to the landlord registration, please contact:

[Department of Code Enforcement](#)

Phone: 317.327.4316

Email: [licensing@indy.gov](mailto:licensing@indy.gov)

For any questions regarding the online payment, contact the City's credit card processor at:

[LogoIndiana](#)

Phone: 866-702-6008

Email: [customerservice@logoindiana.com](mailto:customerservice@logoindiana.com)

Check registration status online:

<https://permitsandcases.indy.gov/citizenaccess/>